

# Shauni Emslie

Beverage Server

## Profile

Results-oriented Beverage Server with 1 year of experience providing exceptional customer service in fast-paced hospitality settings. Skilled in accurately taking and delivering orders, handling payments, and maintaining a clean and organized service area. Demonstrated ability to work effectively in a team and adapt to varying environments. Committed to creating a memorable experience for guests while ensuring responsible alcohol service.

## Employment History

### Beverage Server at Coca-Cola Bottling Company High Country, NV

May 2023 - Present

- Successfully increased beverage sales by 15% within a year, resulting in an additional revenue of \$100,000 for the Coca-Cola Bottling Company High Country, NV branch.
- Implemented a new inventory management system that reduced stock discrepancies by 30%, leading to a more accurate tracking of products and a decrease in waste.
- Boosted customer satisfaction ratings by 20% through consistent delivery of excellent service, timely resolution of issues, and effective communication with clients.

### Assistant Beverage Server at Southern Glazer's Wine & Spirits, NV

Jul 2022 - Apr 2023

- Successfully increased beverage sales by 15% within the first six months, resulting in an additional \$30,000 in revenue for Southern Glazer's Wine & Spirits, NV.
- Streamlined the inventory management process, reducing order turnaround time by 25% and improving overall efficiency in the beverage department.
- Implemented a new employee training program, leading to a 20% reduction in staff turnover and increased customer satisfaction ratings by 10%.

## Education

### Certificate in Food and Beverage Service at University of Nevada, Las Vegas, NV

Sep 2017 - May 2022

Relevant Coursework: Food Safety and Sanitation, Beverage Management, Menu Planning and Design, Dining Room Operations, Customer Service, and Catering and Events Management.

## Certificates

### Certified Specialist of Wine (CSW)

Apr 2022

### Certified Cicerone

## Details

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## Links

[linkedin.com/in/shauniemslie](https://www.linkedin.com/in/shauniemslie)

## Skills

Mixology

Wine knowledge

Espresso crafting

Draft system operation

Cocktail creation

Tasting expertise

Inventory management

## Languages

English

German

## Hobbies

Brewing homemade beverages (e.g., beer, wine, or kombucha)

Attending wine or beer tasting events

Collecting vintage or unique drinkware and bar accessories